SPECIFICATION AMENDMENTS:

Please amend the paragraph beginning at page 7, line 17 as follows:

"Referring additionally to FIG. 3, during a stage S42 of routine 40, module 31 receives error report ER from a diagnostic routine (not shown) or the like ~~including in~~ included within system 10 upon an operational failure of system 10. In one embodiment, error report ER includes a service action plan SAP that lists each FRU 11-16 of system 10 that may be the cause of the operational failure of system 10. The list is sorted from the most probable FRU for causing the operational failure to the least probable FRU for causing the operational failure. The ~~sort~~ sorted most probable FRUs is based on one of many possible techniques, such as. (1) type of failure; (2) types of FRUs in system; and (3) length of time between replacement and/or serving of certain FRUs."

Please amend the paragraph beginning at page 10, line 7 as follows:

"The service representative thereafter proceeds to a stage S70 of routine 60 to access module 31 to thereby list service action event entry $SAEE_o$ as incomplete or closed within database 23 when partially or fully, respectively, implementing the service action plan SAP during stage S68. In one embodiment, user interface 33 provides a display of each FRU listed in the service action plan SAP whereby the service representative can mark each FRU that was replaced or re-inserted during the service repair. User interface 33 thereafter provides a display of a comment box whereby the service representative can provide details related to the service repair. A ~~close~~ closed service action event entry $SAEE_c$ including any comments is provided to module 31 when the service representative marks one or more FRUs. Alternatively, an incomplete service action event entry $SAEE_i$ including any comments is provided to module 31 when the service representative does not mark any FRUs."

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Please amend the paragraph beginning at page 10, line 21 as follows:

"In response thereto, during a stage S52 of routine 40, module 31 will store ~~close~~ closed service action event entry $SAEE_C$ or incomplete service action event entry $SAEE_I$ (whichever is received) within database 23. In one embodiment, module 31 stores close service action event entry $SAEE_C$ or incomplete service action event entry $SAEE_I$ by writing ~~close~~ closed service action event entry $SAEE_C$ or incomplete service action event entry $SAEE_I$ over open service action event entry $SAEE_O$. In a second embodiment, module 31 changes a status flag of open service action event entry $SAEE_O$ to indicate open service action event entry $SAEE_O$ is incomplete or closed."

Please amend the Abstract as attached hereto.